



PRE AND POST COMPLETION REFERENCE GUIDE FOR HOMEOWNERS



Thank you once again for choosing *GREEN ON QUEENSBURY* by Qualex-Landmark™. Throughout our history, we've earned a reputation as visionary and customer service oriented, residential Developers. It's a reputation given to us by you, our customers, and we work hard to be deserving of your positive regard.

The purpose of this document is to provide those with Purchase Agreements in place with information and general time frames of important dates leading up to, and after Possession of your new home. While some policies contained within may seem rigid, they are nonetheless in accordance with the Purchase Agreement and industry standard and remain firm due to the typical fluidity of dates and given the amount of coordination and orchestration required in closing a multi-family development. More importantly, these policies are to ensure a fair and smooth experience for all homeowners.

Taking possession of your home is no doubt a big life event. The process to take possession however can be daunting at times, especially for first time Homeowners. Your new home is a major purchase and so it is very important that you take the time to read through this document, as it does provide you with very useful and time sensitive preparation information, and answers to the most common questions that arise during the pre and post completion period.

While most questions can be answered below, if don't find an answer to a query, please don't hesitate to contact us by visiting the [Homeowner Resources page](#) where pertinent information is updated regularly.

Once again, we thank you for choosing Qualex-Landmark™, and we are very excited to be delivering your home soon.

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PREPARING FOR THE BIG DAY

UNDERSTANDING HOW CLOSING DATES ARE DETERMINED

It is understandable that as a homeowner, you need to plan many things around taking possession of your new home. Due to the fluidity of dates in pre-construction purchases, Developers are often asked for exact dates. The reason that these dates cannot be provided well in advance is due to the extensive "checklist" that must occur which will ultimately determine the closing date for each Strata Lot. Some are under the control of the Developer and Builder, but many are under the control and ultimately determined by the City.

1. Building Construction Completion (Developer/General Contractor)
2. Building Occupancy Permit Received from the City
3. Land Titles Filed and Registered (City)
4. Notice to homeowners (Developer)

Once the Developer has received the full occupancy permit from the City, typically within 3 months of the estimated completion date (as per addendum A to the Purchase Agreement), it may file the Strata Plan with the land title office.

Before a Strata Plan can be registered, the local municipality must evaluate the Plan, inspect the property and approve the Plan. This step is beyond the control of the Developer and can take some time depending on City office wait times, and time of year.

Any dates given to you except for your official Closing Notice, will be estimates.

MORTGAGE LOCK IN/APPROVAL

Homeowners are solely responsible for organizing financing and mortgage approval (if required) for the purchase of their home. Please contact your mortgage broker for more details. If you haven't already done so, Pre-Approval should be completed as soon as possible.

The lender will typically need a copy of your Purchase Agreement including receipts for your deposits paid as well as other private information. All these documents have already been provided to you by our Sales and Homeowner Care Teams. Often, lawyers will also require proof that the development and your home will be covered by warranty. Visit qualex.ca/homeowners/ to obtain your Warranty Coverage Information details.

The lender will also often want to send in an appraiser. We will provide appraiser access information on [Homeowner Resources page](#) closer to completion.

It is also very important to clarify with your lender if any additional parties need to be added to the purchase agreement (and title) in order to meet your financing terms. See below - Contract Changes Deadline

LAWYER REPRESENTATION SELECTION

The purpose of your lawyer, in simple terms, is essentially to work with the Developer's lawyer to make sure that the Strata Lot is successfully and properly handed over from the Developer to the Purchaser. There are many legal details involved, such as title transfer, parking and storage assignments, and mortgage registrations to name a few. Your BC Real Estate legal representative will walk you through the whole process.

Approximately 2 months or so prior to the anticipated building completion date (addendum A) Qualex-Landmark™ will offer one or two preferred lawyers with preferred pricing packages for you to utilize at your discretion. If you opt to work with one of the preferred lawyers, notwithstanding that the Developer has arranged a preferred pricing package, such professional will represent you in the closing and not the Developer. If you prefer, you of course may choose a BC residential real estate legal professional other than the preferred lawyers..

We will provide reminders and a lawyer representation form for you to complete.

CONTRACT CHANGES DEADLINE AND ASSIGNMENT REQUIREMENTS

It is not uncommon for a Homeowner to request the addition or subtraction of an individual to the Purchase Agreement for common law or mortgage approval reasons and we will be happy to assist. However, these types of changes must be made up to (but no later than) 45 days prior to the anticipated building completion date.

If you wish to assign the Agreement completely to another individual or third party of Canadian Residency, please see our Assignment page for more information ([Homeowner Resources page](#)).

We request that well in advance of the anticipated closing date that you clarify with your lender, any need to add, remove or change any individual within the Purchase Agreement. Qualex-Landmark™ will only accept changes up to 45 days prior to the anticipated building completion date.

Whether the request is for an addition or subtraction to the Purchase Agreement or a complete assignment to another party, the Developer is required by legislation to request information with respect to the party's identity, contact and business information and the terms of the assignment agreement. The Developer is also required to report such information to an administrator designated under the Property Act for tax purposes and purposes authorized by the Real Estate Development Marketing Act, which includes disclosure to Canada Revenue Agency. More information is available at "homeowner Resource page".

GST AND GST REBATE

As per your Purchase Agreement, GST (5%) is not included in the Purchase Price. GST must be paid at closing. The Developer will not amend the purchase agreement to include GST, as we cannot verify an owner's usage intent for taxation purposes (primary residence vs. investment residence) and thereby cannot be asked to claim a rebate on behalf of eligible owners.

GST Rebate

Once you have successfully closed on your home, and if eligible, you may apply for the GST rebate. It is your responsibility to complete the Application.

Here is how the process typically works:

1. You will be able to download the rebate application from qualex.ca/homeowners/ at time of Closing
2. We will have already pre-filled section D for you.
3. Complete the form
4. Send to CRA (after you have closed). That's it!

** The foregoing steps are provided as a guideline and may be subject to changes in legislation or administrative policy*

OTHER TAXES

Apart from GST, there are several old and new taxes relating to real estate in BC. As we are not in the position to provide tax advice, please speak with your lawyer or visit Government of British Columbia's Tax page ([link](#)) for more information.

UTILITY SET UP

Homeowners are solely responsible for setting up utilities for power/electricity, phone, cable and internet. Once you receive your closing notice, we encourage you to set up your electricity account with your Closing date to prevent loss of power at possession. Typically heat, cooling, gas and hot/cold water is included in your monthly condo fees and require no set up.

STATEMENT OF ADJUSTMENTS - HOW MUCH DO I OWE ON CLOSING

A Statement of Adjustments is drawn up by the Developer/Developer's lawyer and is provided to the Buyer's lawyer a couple days before the closing date, but not earlier.

The statement of adjustments lists any amounts that need to be adjusted for and paid to the vendor. Your statement of adjustments will list:

- purchase price
- upgrade costs (if applicable)
- your deposit
- GST and
- any prepaid property taxes, utilities, condo fees etc.

Since the statement of adjustments is not provided to you well in advance of closing, you may be wondering what the estimated amount of funds required are. This is very easy to determine as it's laid out in your purchase agreement. To determine a rough estimate of your closing costs, see formula below.

Purchase Price Excluding GST

+ upgrades (if applicable) excluding GST

+ 5% GST (see GST details)

+ two months maintenance fee's

+ legal fee's (\$1200 - \$1500)

- deposits paid

= est. balance owing

Examples of additional fees include property tax and other taxes. The Developer cannot estimate property taxes for a new development in advance as they will have not yet been provided by the City.

The foregoing calculations and examples, including without limitation estimated legal fees, are provided as a guideline only. The actual amounts may vary subject to the terms of the Purchase Agreement.

PRE-DELIVERY ORIENTATION (PDO)

Typically, within one or two months or so of the anticipated building completion date, you will get a sneak peek of your new home. The focus of the PDO however is to become familiarized with your in-home systems and important maintenance. You will also take a full review of your home and if needed, make note of any areas that may need attention. To keep the PDO fair and efficient, the PDO is completed under the guidelines set forth in the BC HOUSING Design Guidelines and Construction Standards ([link](#)).

Participants for the PDO are limited to the Developer and the Homeowner(s) noted on the Purchase Agreement only. If you had a **Realtor** on file at the time of Purchase, they are welcome to attend as well. Friends, family, tenants and third parties cannot attend the PDO but are of course welcome post possession. For safety reasons and focus, we adhere to this policy.

NOTICE OF CLOSING/POSSESSION

Per the terms of your accepted Purchase Agreement, you will receive at least 7 days notice of your Closing Date (dates are determined by Developer and are non-negotiable). With that said, we appreciate that Homeowners want as much notice as possible, therefore we aim (but are not required) to provide more notice when possible.

Understandably, the Closing Date and Purchase Agreement are not subject to your current lease (if applicable), the sale of your current property (if applicable), or any other personal matter.

Once you receive your Notice of Closing, you will know:

- ✓ The Closing Date for your Strata Lot – (the day the legal transaction occurs) and,
- ✓ The Possession Date and time of your Strata Lot – when you are picking up your keys and have access to your home (always the day after closing, if transaction is successful) and,
- ✓ The contact information for scheduling Move-Ins and booking the elevator.



Please provide a copy of the Closing Notice to your lender and legal representative to keep them in the loop.

POSSESSION

Your Possession Date is the date following a successful closing, and is noted in your Closing Notice, along with the specific time at which you will meet a Homeowner Care Representative to receive your keys and package. Keys can only be released once our lawyers confirm your closing transaction was successful.

Except for statutory holidays, Closings will always occur Mon-Thurs, and Possessions will always occur Tues- Friday. Saturday, Sunday and holiday closings and possessions are unfortunately not possible.

Note: Your possession date/time is NOT a confirmed move-in time/booking.

MOVE-IN SCHEDULING

On the day of possession and after receiving your keys you have the full right to access the building and your home. For moving furniture and boxes in however, you are required to secure an elevator "Move-in time".

In your Notice of Closing letter, will be the contact information of the Property Manager liaison in charge of scheduling move-in (elevator booking) times with Strata Lot Owners. It is the Property Manager, not Qualex-Landmark™ who will be handling and scheduling move-in requirements. Move in scheduling is a on a first come, first serve basis.

We highly recommend scheduling your move for the day(s) after your possession date. This gives you time to review your home and to accommodate for closing complication delays, which can occur. Also, you may want to take some measurements to ensure that oversized couch will fit!



POST POSSESSION AND CONDO LIVING

POST POSSESSION SERVICE REQUESTS

After you have taken Possession, you will have a full year to note valid defects or deficiencies (as defined within the BC HOUSING Design Guidelines and Construction Standards guide). Obviously, damage noted after you take Possession or wear and tear cannot be claimed. Some examples below.

Warrantable Service Request Example

cupboard door has become loose
Section of carpet becomes un-tucked

Non-Warrantable

light bulb burnt out
scratch on floor
chip on counter

For various reasons, tenants are prohibited to file a Service Request and should be directed to communicate via their landlord (titled owner).

WARRANTY COVERAGE

2 Year Material & Labour Warranty

- First 12 months – Coverage for any defect in materials and labour (in-suite)
- First 15 months – Coverage for any defects in materials and labour in the common property of a multi-unit building
- First 24 months – Coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air-conditioning delivery and distribution systems.

5 Year Building Envelope Warranty

- Coverage for the building envelope for up to five years for defects in the building envelope of a new home, including a defect which permits unintended water penetration such that it causes, or is likely to cause, material damage to the new home

10 Year Structural Defects Warranty

Coverage for structural defects for up to 10 years for:

Any defect in materials and labour that results in the failure of a load-bearing part of the new home. A defect that causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

***For additional warranty details, see your [Disclosure Statement](#) or visit:
<https://www.travelerscanada.ca>***

FIRST ANNUAL GENERAL MEETING (AGM)

AGM will occur after 50% of the Strata Lot sales are closed.

You will receive notice of the AGM from your Property Manager. We encourage all to attend. The primary purpose of this AGM is to elect your Strata Council comprised of Strata Lot owners.

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Q. I may be out of town on my Closing date, can I change it? Can I select my closing date?

The Closing Date is dictated by the terms of the Purchase Agreement. Once the Occupancy Permit is received, condo fee charges and taxes on the Strata Lots commence, and as such, there is an actual cost associated with the delay of closing. Further, orchestrating many closings in a short period of time, means that accepting one request to delay a Strata Lot, would affect another Strata Lot's date thereby impacting another Homeowner. In fairness to all homeowners, the Developer absolutely cannot accept requests for specific dates, or changes to the assigned closing date of a Strata Lot.

Q. What is my Parking and Storage designation? What are the sizes?

If included on your purchase agreement, you will be assigned a storage locker and parking stall(s) on the Closing Date (not in advance). Parking and Storage are assigned to the owners on or just prior to the Closing Date by and at the sole discretion of the Developer. Due to the volume of owners and limited space and in fairness to all homeowners, the Developer cannot accept inquiries or requests for specific locations or sizes. As per the Purchase Agreement, storage locker and parking stall locations and dimensions vary.

Q. Is it possible for the Developer to 'take back' the Strata Lot?

While we appreciate that a lot can change in a couple years both personally and professionally, as with any contract, the Purchase Agreement is binding. The Developer is responsible to complete the building as per the Purchase Agreement, and the Purchaser is responsible to close as per the Purchase Agreement.

Please note that requests regarding the termination of an agreement cannot be addressed.

Q. The market has increased or decreased and or my appraisal value is different than the contract purchase value, will you adjust the contract?

While obviously the developer is not in any way responsible for market conditions or bank appraisal values, we of course do not increase or decrease the purchase price and or change any agreed upon terms of the binding Purchase Agreement.

Q. I would like a copy of my contract. How do I get it? Can you send it to my bank for me?

By the time of your final deposit, the Sales Team will have already provided you with all copies of your Purchase Agreement, deposits paid, floorplan and Disclosure Statement (including amendments, budget and schedules). You have also acknowledged having received an executed copy of your Agreement and Disclosure Statement at the time of Purchase.

Please note that to protect your privacy, we will not provide a copy of your Purchase Agreement to anyone other than the Purchaser and Realtor on the Agreement. It will be your responsibility to provide your documents to other parties (lawyers, banks, appraisers, or brokers).

Q. I need a copy of my Statement of Adjustments

Statement of Adjustments will be sent from the Developer's Lawyer to the Purchaser's Legal Representative, please check with your lawyer for a copy of your Statement of Adjustments when the time comes.

Q. I need proof of warranty/warranty certificate

Warranty certificates are provided on the day of possession and not earlier. Warranty Coverage is noted in your [Disclosure Statement](#). If your lawyer or lender needs this in advance, you can provide them with the builder warranty number and your individual Strata Lot warranty number which are available within your purchase agreement and will be available on the [Homeowner Resources page](#) prior to closing.

Q. I need a copy of the measurements for my suite

You may take room dimensions if needed during your PDO. We do not have copies of specific measurements for each Strata Lot. The architectural plans use a different type of measurement system and are based on pre-construction.

Q. How do I book an elevator for my move-in?

Elevator booking is required prior to moving in large items and boxes and is managed by your Property Manager. Information will be provided to you in your official Closing Notice.

Q. How do I pay my maintenance fees and what do they include?

Your Property Manager will provide you with the paperwork for direct debit and other options. Typically, maintenance fees include natural gas, hot/cold water and your percentage of common area costs. The first two months of maintenance fees are collected on your statement of adjustments in order to ensure that the Property Manager has the funds in place during the busy move-in period.

Q. I noted some deficiencies during my PDO, and don't want to close on my Strata Lot until they are complete.

Non-life/safety deficiencies or defects (i.e. cosmetic deficiencies) do not delay closings, nor is the status of such deficiency remediation required prior to closing. Qualex-Landmark™ Homeowner Care will remediate deficiencies noted as quickly as possible and in accordance with the warranty guidelines. Our goal is to ensure you're pleased with your new home.

Q. My finished floorplan and or specifications is/are slightly different than what was shown on the pre- construction drawings and or marketing plans.

Changes are not uncommon in pre-construction sales and as such, potential for change was noted on all marketing materials, at the Discovery Centre and within your Purchase Agreement. The Developer reserves the right to make modifications and changes to the building design, specifications, features and floor plans should they be necessary. Interior square footage and room sizes are based on the preliminary architectural drawings and measurements. Sizes are approximate and actual square footage and room sizes may vary from the final survey and architectural drawings. Spandrel locations may vary for each Strata Lot/level. Renderings, photos and sketches are for reference interpretation purposes only and were noted as such. See 6.4 of your Purchase Agreement for more details.

Q. I want to rent or sell my Strata Lot, what is required?

After you take possession, you can rent or sell your Strata Lot should you wish to do so. You must provide notice to the buildings Property Manager immediately, especially if renting. Please refer to the Property Manager's welcome package at closing.

Q. Can I list or rent my home for sale prior to the closing date?

This is not possible, as you do not own the Strata Lot (have title) prior to the Closing Date. Once you have taken Possession, then you can sell or rent as you wish.

Q. Will Qualex-Landmark™ rent or re-sell my home for me?

Qualex-Landmark™ does not offer these services.

Q. What is the postal code for the new project?

You can obtain the postal code by visiting Canada Post. If no results are found, that means Canada Post has not yet assigned the applicable Postal Code(s). Often, Canada Post will have this done within a month of occupancy. We will also post this at qualex.ca/homeowners/ as soon as it is released to us.

Q. How do I order additional FOBS?

The Developer will provide you with two suite keys, one mail key and two fobs (one of which will also open the garage). Please contact your Property Manager if you would like to purchase additional fobs.

Q. I would like to add more cabinetry or make some changes to my suite before or after possession, can I use the Developer's contractor?

As you are aware, no customizations prior to possession are possible due to warranty restrictions, reasons of scope and city occupancy review. Qualex and or the general contractor do not offer custom work or additions before or after possession, no matter how insignificant. A complete list of unit specifications and product information will be provided to you at Closing should you wish to order more parts or make adjustments once you take possession.

Q. What about Property Taxes?

Most homeowners are aware that Property tax bills are issued in May and are due on July 1st. Many people assume that since property taxes are on July 1st that they are adjusted based on that due date (i.e. July 1st, 2013-June 31st, 2014). This is not the case. Property taxes in British Columbia are adjusted annually from January 1st-December 31st. Therefore, even though property taxes are paid in July, they are based on the calendar year.

So how do we adjust?

Every real estate contract has a Completion, Possession and Adjustment Date. The Adjustment Date is the date that is used to calculate property tax reimbursement for either the Buyer or Seller. We do this so that each party is responsible only for the portion of the calendar year that they will own the property. If you purchase your home before July 1st, or before taxes are fully paid, you will be CREDITED the seller's portion of the annual property taxes, as you will be responsible for paying the full amount of the annual property taxes. However, if you purchase your home after the Seller has paid for the full tax year, you will be DEBITED your portion of the annual property taxes. The credit or debit, as applicable, will show up on your statement of adjustments as part of the closing documents.

Q: Can I change the exterior of my Strata Lot?

The bylaws of most condominium corporations specify that changes may not be made to the exterior of Strata Lots without prior written approval of the Board. If an owner makes changes without this approval, they could be required to restore the Strata Lot to its original state at their expense.

Q. Can I change the interior of my Strata Lot?

Generally yes!. Small changes such as adding a cabinet, ceiling light, painting, or changing a faucet typically require no board approval while replacing flooring or renovating a bathroom or kitchen would. Speak to your Property Manager for specific rules and regulations.

Q. What Insurance Will I Need?

Both the Strata Lot owner and the Strata corporation must have insurance. Specific insurance requirements vary from province to province. Contact an insurance provider for more details. We highly encourage personal content insurance and landlord's insurance (if you are renting out your home).

The Strata Council may be responsible for insuring:

- Common areas and Strata Lots;
- The corporation's property, such as furniture, equipment, vehicles, etc.;
- Personal liability—against claims for bodily injury and/or property damage occurring on the condominium property or caused by some act or omission of the condominium corporation;
- Boilers and equipment (for example, elevators, HVAC systems, etc.);
- Directors and officers insurance—to respond to claims made personally against a director or officer of the Strata Corporation;

Owner Insurance Responsibilities – Important

- Personal property contents such as appliances, furniture and jewelry, and items stored in lockers;
- Improvements and betterments made to the Strata Lot by the homeowner;
- Personal liability;
- Deductibles for loss caused by owner negligence vary. It is always a good idea to have your broker review the building's annual policy to ensure that you are adequately protected in case of an accident in your suite (for example, a dishwasher overflow);
- Landlords Insurance (if you are renting your Strata Lot to a tenant);
- Tenant Insurance: if you are renting your home, we strongly suggest making Tenant Insurance mandatory for your tenants.

Q. When can I rent the Guest Suite (if applicable) and or have access to the Gym/Lounge?

Once the all Strata Lots in the building have taken possession, the Guest Suite is then transferred to the Strata Council and will be managed by the Strata Council via the Property Manager. The gym and lounge will also be made available around that time. Homeowners will decide, via general meeting, any usage details or restrictions for the Guest Suite (where applicable) and other common areas. The Developer does not make reservations for or dictate the usage of the Guest Suite or amenity areas.

Q. Is there a Year End Home Inspection?

There is the initial PDO, Possession Review and First Year Service request period, however per industry standard, there is not a year-end review.

Q. What is the best way to contact Qualex-Landmark™?

For Service Requests - via the Homeowner Portal at qualex.ca/homeowners

For Non-Service Related items, the most efficient way to contact us is through green@qualex.ca. More often than not, your questions can be answered by reading through the resource materials. If not, you should receive a response within two business day. Email is preferred because it allows us to forward the message to the correct department, and to keep track of correspondence for prompt service.

Q: What Do I Own When I Buy a Strata Lot?

When you buy a Strata Lot, you own your Strata Lot, as well as a right to a percentage of the common property elements allocated to the Strata Lot.

The boundaries of each individual Strata Lot and the percentage of common elements you own may vary from Strata Lot to Strata Lot, depending on how they are specified in the condominium's governing documents. Sometimes, the Strata Lot boundary can be at the backside of the interior drywall of the Strata Lot's dividing walls.

Alternatively, the Strata Lot boundary can be the centre line of the Strata Lot's walls. The Strata Lot typically includes any equipment, systems, finishes, etc. that are contained only in the individual Strata Lot. The right to use one or more parking spots and storage areas may be included.

Components of building systems that serve more than one Strata Lot, such as structural elements and some types of mechanical and electrical services, are often considered part of the common property elements, particularly when they are located outside of the Strata Lot boundaries specified in the condominium's governing documents. There may be some parts of the complex that are called "exclusive use common property elements." They are outside the Strata Lot boundaries but are for the exclusive use of the owner of a particular Strata Lot. Balconies, parking spaces, storage lockers, driveways and front or rear lawn areas are common examples of exclusive use common property elements.

While these spaces are exclusive to your use, there may be restrictions on how and when you use them. For instance, you may not be able to park a boat, RV or commercial vehicle in your assigned parking spot. There may also be restrictions on what you can place on your balcony.

Q: What Rules and Restrictions Might I Encounter in a Strata?

Every Strata is governed by its own unique rules, regulations and bylaws. These may be very strict or very relaxed depending on the nature of the Strata corporation. These are necessary to ensure that Strata Corporations are properly operated and maintained and to define the rights and obligations of the individual owners. With respect to rules regarding the individual owners, Strata Corporations may have restrictions regarding the number of occupants per Strata Lot, pets, noise, parking and when certain amenities may be used.

Many Strata Corporations have strict rules concerning the alteration of the Strata Lot space or its appearance. For example, the Strata corporation may require all the exterior doors of Strata Lots to be the same colour to keep the architectural and aesthetic aspect of the Strata intact. Additionally, you may have to get permission from the Strata's board of directors before you change interior finishes and fixtures, exterior fixtures or install a satellite dish, especially as some changes may affect the Strata structure or safety. Noise is an important consideration, especially for people moving from a single-family dwelling to a multi-Strata Lot Strata. Many Stratas have rules regarding what noise levels will be tolerated and at what hours. For example, if you are hosting a party in your Strata Lot, you may be asked to turn the music down at a specific hour.

Q: What about my Privacy in a Strata?

Under most provincial Strata legislation, with reasonable notice, a person authorized by the Strata corporation may enter your Strata Lot to carry out inspection and maintenance of the common elements of the Strata (such as inspection and repair of parts of the common elements such as windows, mechanical and electrical systems that serve your Strata Lot and others).

Q: What about Security?

Many Strata Corporations offer increased security services, such as closed-circuit cameras in lobbies, parking garages and security guards, to ensure that only Strata Lot owners and authorized personnel can access the building. Your Strata may require that any guests to your Strata Lot sign in and out of the building.

Q: Why can I hear others and or exterior noises?

In a multi-Strata Lot, your neighbours are much closer, so you may hear them more. Further, you are living in an urban area with all the sounds that come with it – traffic and noises from other buildings. While noise mitigation techniques are required under the building code and included in this project, it would not be reasonable to expect complete soundproofing. Many Strata Corporations also have strict rules regarding how much noise will be tolerated, and at what hours of the day.

Q: Who Takes Care of the Building and Grounds?

Most Strata Corporations contract-out the day-to-day operations of the Strata to a property management company under the direction of the Strata's board of directors. The cleaning of common areas, payment of common area utility bills, operation and maintenance of the central space and domestic hot water heating and air-conditioning systems, snow and garbage removal and the collection of monthly maintenance fees may fall under the jurisdiction of the Property Manager. There are usually limits to the Property Manager's authority. For example, anything that requires a major expenditure, or an expenditure not accounted for in the annual budget, may have to be approved by the board of directors. The Property Manager is not usually responsible for items or operational problems within individual Strata Lots, unless they are related to the common elements (e.g., heating systems, roofs, windows, exterior walls).

Maintenance duties for the Strata Lot owner can include:

- Internal Strata Lot plumbing, appliances, heating, air-conditioning or electrical systems that are contained in and serve only that Strata Lot;
- Cleaning window surfaces that are accessible from inside the Strata Lot;
- Cleaning some parts of the common elements, such as balconies and patios that are assigned to or exclusive use of, the Strata Lot holder.

Maintenance duties for the Strata corporation can include:

- Common plumbing, electrical and heating and air-conditioning systems;
- Exterior Roof and wall repairs;
- Exterior Windows and doors—repairs and replacement;
- Grounds cutting, watering;
- Recreational amenities;
- Parking area.



QUALEX -
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**Thank you for taking the time to read
this document.**

**We are excited to welcome you to your
new home!**

Sandy Banns

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qualex.ca/green

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